



CHARLESTOWN WATER MAIN FLUSHING QUESTIONS & ANSWERS

Water Quality Issues?

If you experience discolored water:

DO NOT Run hot water

DO NOT Run water through small taps, such as appliances or anything with a strainer

DO Flush internally using your cold water tap on “full blast” for 10-15 minutes or until the water runs clear.

Since purchasing the Charlestown water system in March 2019, Indiana American Water has already invested more than \$3 million to upgrade the community’s water system, In addition to these investments, we proactively flush water mains to enhance water quality by removing sediment/minerals from the distribution system.

What is causing my water to be discolored?

Charlestown has had an issue with elevated concentrations of manganese for many years. Though it is a naturally occurring mineral, it needs to be managed.

The process of cleaning the water system involves removing manganese to keep it from entering the system during production, as well as flushing it from the distribution system where it has accumulated over time.

In addition to making improvements to the treatment system and cleaning out our elevated and ground storage tanks, our recent efforts have focused on adding and repairing hydrants and valves to ensure we can properly flush the system.

Why does the water system need to be routinely flushed?

The City’s water distribution system is a complex network of pipes and storage tanks where sediment and deposits naturally accumulate over time. Water may stagnate in lesser used parts of the system or where there are dead-end mains that are not looped back into the system at another point. If these materials are not removed through flushing, these materials will cause discoloration of the water and may also cause taste and odor problems.

How often do you flush water mains?

We plan to flush water mains in Charlestown at least twice each year and more in specific areas on an as needed basis. Our most recent system flushing took place in the fall of 2019. We plan to flush the Charlestown system again this summer starting in July (2020). The flushing process should take approximately one month.



Laundry Issues

If your laundry becomes stained:

- DO NOT** Put your laundry in the dryer
- DO NOT** Use bleach, it will intensify the stains
- DO** Rewash clothing immediately using more detergent or a heavy duty detergent
- DO** Add a rust remover to the load

Additional Assistance

If you need further assistance, contact our Customer Service line at 1-800-492-8373

To receive alerts from us, make sure your information is current by contacting Customer Service or logging on to MyWater at www.indianaamwater.com

To be alerted of boil water advisories or work being done by Indiana American Water go to www.indianaamwater.com to register,



INDIANA
AMERICAN WATER
WE KEEP LIFE FLOWING™

See what's happening on our social sites



When does flushing occur?

Flushing typically takes place during the day between the hours of 8 a.m. and 4 p.m

What should I do if I see crews flushing in my area?

If you see crews flushing hydrants while driving, please drive carefully through the area where they are working. You may also want to delay running your dishwasher and doing any laundry until the crews are finished and you have checked your water for discoloration. If you accidentally run a load of laundry and your clothing is stained by the discoloration, follow the tips to the left.

How does Indiana American Water flush your water pipes?

Flushing involves simultaneously opening fire hydrants in a specific area to create increased water flows that help to scour out sediments and minerals that have settled inside the main..

How do I prepare for flushing?

Although discolored water is safe to drink, you may want to draw water for drinking and cooking ahead of time. Store one or more large bottles of water in the refrigerator.

What should I do after the flushing is complete?

If tap water is used during flushing, it could come out with sediment and discoloration. Although the water is safe to drink if you encounter discolored water, we recommend you let a cold water faucet run for several minutes to see if the water runs clear. Always do this using cold water faucets to ensure you are not introducing sediment into your hot water tank. If possible, we recommend using a cold-water faucet on your tub or an outside faucet to flush discolored water from your plumbing system.

What should I do if water pressure is low after flushing?

Check your faucet and washer screens for trapped debris.

What should I do to maintain my internal plumbing system?

Just as we periodically flush our water mains, it is also a good practice to follow in your home or business to enhance or maintain water quality. Your home's water heater should be drained and flushed on a regular basis according to manufacturer's recommendations to keep it working effectively and efficiently. It is also a good idea to regularly remove faucet aerators and flush out any sediment that may have accumulated.